

# WISCONSIN WORKS (W-2) CONTRACT AND IMPLEMENTATION COMMITTEE

125 South Webster, GEF 3, Room 041  
Madison, WI

**Friday, November 17, 2000**  
10:00 AM - 2:00 PM

## MINUTES

The W-2 Contract and Implementation Committee is the single point of contact for feedback to the Department of Workforce Development on policy implementation related to W-2 agencies, and includes representation from the Wisconsin County Human Service Association (WCHSA), Urban Caucus counties, W-2 private agencies in Milwaukee County and the balance of state, and Tribal W-2 agencies.

### COMMITTEE:

#### Members (Present = X)

|                            |                      |
|----------------------------|----------------------|
| X Jennifer Noyes .....     | DES/AO               |
| William B. Adams .....     | Racine County        |
| Jon Angeli .....           | Southwest Consortium |
| Phyllis A. Bermingham..... | Marathon County      |
| X Doris Green .....        | OIC                  |
| Tina Koehn .....           | UMOS                 |
| X James Nitz .....         | Kaiser Group         |
| Laverne Plucinski.....     | Bad River Chippewa   |
| X Jewel Reichert .....     | Fond du Lac County   |
| X Adelene Robinson.....    | Kenosha County       |
| X Shirley Ross .....       | La Crosse County     |
| X Sara Shackleton .....    | Dane County          |
| X Jerry Stepaniak .....    | MAXIMUS              |
| Julia Taylor.....          | YW Works             |
| X Glynis Underwood.....    | ESI                  |
| Michael Van Dyke .....     | Door County          |

#### Alternates (Present = X)

|                           |                               |
|---------------------------|-------------------------------|
| Jan Alft .....            | Marathon County               |
| X Linda Brandenburg.....  | ESI                           |
| X Cheryl Cobb .....       | UMOS                          |
| X Mona Garland .....      | OIC                           |
| X Deb Hughes .....        | Southwest Consortium          |
| Edward Kamin III.....     | Kenosha County                |
| Richard L. Kammerud ..... | Polk County                   |
| X James Krivsky .....     | Racine County                 |
| Barbara Metoxen.....      | Oneida Nation                 |
| Tom Miller .....          | La Crosse County              |
| X Teresa Pierce.....      | Workforce Connections,<br>Inc |
| Rita Renner .....         | YW Works                      |
| Chris Schmitz.....        | Fond du Lac County            |

### State Staff

#### Attendees:

Sharon Lewandowski, DHFS  
Rose Lynch, ASD  
Alice Wilkins, BWSP  
Ann Smith, BDS  
Paul Saeman, BDS  
Shawn Smith, BDS  
Jude Morse, BDS  
Margaret McMahon, BWSP

Barbara Harris, BFS  
Germaine Mayhew, BFS Training Section  
Victoria Carreon, LFB  
Leonor Rosas, DWE/JSB  
John Haime, DHFS/DHCF/BHCE  
Mary Rowin, BWSP  
Lynn Schmitt, BWSP

#### Guests:

Tim Cowan, YW Works  
Dick Buschmann, Milwaukee CDHS  
Jane Batha, Curtis & Associates  
Kelly Bablitch, Sen. Moore's staff

Marilyn Putz, Walworth Co., Kaiser Group  
Liz Green, Rock CDHS  
Kay Krenzke, ESI  
Arline Hillestad, Domestic Abuse Counsel

#### Recorder:

Stephen Dow, W-2 Contract and Implementation Committee Coordinator

### Welcome

Ms. Noyes asked that only members and alternates sit at the table. Guests are always welcome, but discussion is generally limited to members and alternates; those discussions and accurate minutes are facilitated by members' and alternates' ability to view each other directly.

Dates were agreed to for the 2001 meeting schedule.

Ms. Noyes also reminded members that the agendas are to be generally member-driven. If you wish, please discuss proposed items beforehand with Ms. Noyes; that may allow better preparation for the agenda. Ms. Noyes assured members that we (DWD and DES) will share with them all that we are able, though at times this may be limited.

Mr. Nitz asked that the 2002-2003 contracting process be a regular agenda item; Ms. Hughes agreed. Ms. Ross also agreed, and in addition wanted continued input on the performance standards to be included in the next contract.

### **Minutes Approval**

Ms. Noyes offered some corrections. A motion was made by Mr. Krivsky to approve the October, 2000, minutes and seconded by Ms. Reichert. Motion carried.

### **Issue/Discussion: Monthly Training Update Report, Gerry Mayhew, DES/BFS/Training Section**

Ms. Mayhew distributed a draft DES Administrator's Memo re 2001 Income Maintenance Required Training. Members were asked to provide her comments by Wednesday, 11/22/00.

Ms. Hughes commented on problems in the recent WAA training--there were no PCs for hands-on training and the trainer did not seem trained. As a result, more sessions should be scheduled. Ms. Mayhew asked for specifics so she could follow-up; Ms. Hughes said she would provide. Ms. Mayhew also reported that a computer assisted training course about CARES should soon be available that should assist in understanding WAA in CARES.

Ms. Pierce asked that the Administrative Rule on training differentiate between economic support and W-2 requirements/staff. Ms. Mayhew responded that that was difficult to do while trying to stay consistent with the statute; however, she would review and where clarification was possible, it would be made. Ms. Noyes voiced agreement with that effort.

Mr. Nitz asked about the progress of the new worker training re-engineering efforts. Ms. Mayhew said the initial feedback from Kenosha and Rock counties, where testing was being done, was very positive; some experienced staff have even remarked that they'd discovered items they'd forgotten over time.

### **Issue/Discussion: Monthly CARES Update Report, Rose Lynch, DWD/ASD**

Ms. Lynch reviewed efforts to create a CARES Strategic Plan and the last meeting in late October. Mr. VanDyke and Mr. Buschmann are both local agency participants on the workgroup. Mr. Buschmann added his brief overview.

Ms. Lynch also gave a brief overview of the current service level agreements (SLA) and will provide monthly updates at future meetings.

### **Issue/Discussion: Monthly 24-Month Extension Report, Margaret McMahon**

The report has been expanded to include those cases with subsequent extensions. Ms. McMahon is attempting to consolidate the Excel spreadsheets. She also reminded members that this remains a manual process, so the numbers may be adjusted from time-to-time for more accuracy.

### **Issue/Discussion: DHHS Office of Civil Rights Visit/Program, Ann Smith**

Ann Smith described the reason for the OCR visit, their program, and how to participate in person or by Educational Telephone Network.

Ms. Ross asked about the translation of CARES notices; Ms. Smith responded that this was part of the CARES notice redesign project's efforts. In addition, DES is working on translations of additional forms.

Mr. Stepaniak asked what areas the state/local agencies are out of compliance. Ms. Smith responded that there is no area in which we are out of compliance, but that our weakest point of exposure is the initial contact point in the agencies. All agencies need to ensure their reception staff and similar personnel are well acquainted with personnel resources for working with persons with limited English proficiency. If there is a problem in getting interpretation services, Ms. Smith may be contacted for assistance (phone: 608-267-0927; beeper 608-578-0242).

**Issue/Discussion: Biennial Budget Update, Shawn Smith & Jennifer Noyes**

Ms. Smith reported that, in order to fund existing programs in the next biennium, funds currently committed to the W-2 contingency fund were needed. As a result, DWD has submitted a revised budget proposal to DOA in which the contingency fund has been eliminated. Ms. Noyes explained that the DWD Secretary's Office has communicated with the Department of Administration requesting that, should the need for contingency funds be needed in 2001-2003, (1) legislation in the biennial budget provide that: TANF funding of programs/efforts not immediately directed to "needy families" be reduced or reallocated to provide for contingency needs; and, (2) funding for W-2, Child Care, Kinship Care and Caretaker Assistance be protected from such reductions/reallocations. DWD's concerns are, for TANF funding, to "fund the core services first". Funding for the 2000-2001 period remains as it has been.

Mr. Nitz asked if there had been any change in the policy prohibiting carryover of unused Community Reinvestment (CR) dollars from 2001 to 2002. Ms. Noyes responded that there had not been, that carryover was still not possible; a change would have to go through the budget process. However, there is some exploration being made of that change. There is an obvious timing problem with the W-2 RFP process and the budget bill process.

Mr. Krivsky asked if unspent CR dollars revert to federal coffers; Ms. Smith and Ms. Noyes responded that it probably would, but not sure if or when. Discussion followed about the possibility of creating a contingency fund using unspent CR money.

Ms. Noyes asked that, should anyone have any creative ideas dealing with this issue, members share those ideas with Shawn Smith (608-261-8089).

Ms. Hughes asked if the current contract (particularly the last 6 months of 2001) will still be honored and whether there was still a contingency fund till 12/31/2001. Ms. Noyes responded "yes", the only thing not intact is the contingency fund after that date. Ms. Hughes also asked if this discussion concerned only W-2 or W-2 and related services; Ms. Noyes responded that it included all activities in the W-2 contract, including W-2 related activities.

Ms. Noyes ended the discussion explaining that the issue was still developing to some degree, but that she wanted to share this issue as early as possible with members.

**Issue/Discussion: Community Reinvestment Update**

Mr. Dow gave a brief update on the progress of the Community Reinvestment (CR) guide. It is about to be shared for internal DES review. Ms. Ross asked if further clarification of "assistance" will be included; Mr. Dow responded that was planned.

Ms. Wilkins reported area administrators (AA) are seeking clarification of some submitted plan material from local agencies. The next meeting to review plans is 11/21/2000; following that meeting, the recommendations will be given to Ms. Noyes for signoff. An internet site is planned to share data; more information on this will be forthcoming.

Ms. Ross asked for clarification of what appears to be conflicting information given at the Eau Claire (11/14/2000) fiscal roundtable. When asked if the plan says 80% of the employer's attendees will be TANF-eligible, does it have to be cost allocated to 80% or can 100% of the expense be covered, one DES staff person responded "yes" (allocate to 80%), while another responded "no" (100% is ok). Ms. Hughes and Mr. Nitz understood it was 100% and that, in both of their situations, it was too late for them to change their actions; they both understood that Workforce Attachment & Advancement required such cost allocation, but that CR wanted to avoid that process. Ms. Pierce asked, as part of this issue, whether such cost allocation, if required, had to be on the gross or net expense. Ms. Noyes responded that she would have some final clarification determined and inform members.

**Issue/Discussion: Job Service Bureau Reorganization, Leonor Rosas**

Ms. Rosas, Division of Workforce Excellence (DWE), Director of the Job Service Bureau, discussed the results of the committee to review the organization of her Bureau. Although the group had made recommendations about Workforce Attachment & Advancement and W-2 funds, none of those proposals were approved by the DWE or Administrative Services Division Administrators. Ms. Rosas offered to respond to any further questions members may have on this issue and offered to share a PowerPoint presentation her Bureau has developed to describe other portions of its reorganization.

Ms. Hughes asked if there were going to be additional Division of Vocational Rehabilitation (DVR) funds to assist in supporting the job center locations. Ms. Rosas responded that, as far as she knew, that proposal did not get beyond the budget recommendation stage. However, Dr. Gartner, DWE Administrator, has a workgroup formed to determine better customer service and this issue may be looked at by them.

**Issue/Discussion: Representation at Recovery Fair Hearings, Nadine Konrath**

Postponed to December meeting.

**Issue/Discussion: CSJ Participants' Employment Status, Phyllis Bermingham**

May be postponed to December meeting. No one was aware of the issue with which Ms. Bermingham was concerned. Ms. Noyes will follow up with her directly and, if an issue only for Ms. Bermingham, they will resolve; if of general interest it will be on the agenda for December.

**Issue/Discussion: TANF Reauthorization**

Shawn Smith announced a conference on this issue is planned for February 7, 2001, probably in Madison. It will cover the basics of the issues and is intended for anyone with an interest in TANF. Ms. Noyes asked members to identify entities in their communities who should be invited; this is intended to be an inclusive conference.

**Issue/Discussion: Performance Standards, Paul Saeman**

Mr. Saeman reviewed BWSP Operations Memo 00-72. Transfer cases, in or out, with no activity between those actions, have been removed from the denominator. The revised information about how the denominator is constructed is on the information map web site ( <http://workweb.dwd.state.wi.us/w2partnr/> ).

Ms. Garland said she found it hard to believe one agency had 600 such cases and her agency only has 48. Mr. Saeman responded that we know which cases have been removed from the denominator (those that were included in the August count, but removed for the September count). Ms. Garland said her IT staff found several more; Lynn Schmitt reported those are probably the result of enrolling and disenrolling the same case on the same day, which sets up the enrollment record differently (as a "C", not an "H" record). Those cases have been found and will also be removed for the November count; only a small number of such cases is anticipated. Ms. Garland reported that is probably a good guess as her staff discovered only 4 additional cases in total. Ms. Schmitt also responded that MAXIMUS probably has a higher count of transfer cases as its geographical location provides more homeless and transient participants.

Ms. Underwood asked the number of minor children inappropriately assigned. Ms. Schmitt reported that those who have been disenrolled have been removed from the denominator.

Ms. Garland mentioned that she was uncomfortable with the "moving target" aspect of the performance standards and the effect on the denominator's validity. Ms. Schmitt said a request has been made for a monthly report of cases in the denominator; Ms. Noyes mentioned that one reason it is moving is because DWD and DES is attempting to respond to agency requests. Such flexibility may cause some confusion and concern, but we believe it is better than refusing to respond to expressed need. Ms. Ross and other members expressed their appreciation for DES's and DWD's responsiveness.

Ms. Cobb asked if the SSI cases were taken out of the count yet; Ms. Schmitt responded they have not but will be for the last count. Mr. Saeman said our initial directive was to do it from federal data without getting information from the contracted agencies, but there is concern with that method's accuracy. Ms. Schmitt said her staff will get actual case information from local staff as a way of testing the federal data's correctness. Mr. Krivsky suggested a match of the federally reported SSI cases against SSI cases in the MMIS files at EDS. Ms. Cobb asked that any physical lists be shared with agencies ASAP for their review.

Ms. Ross asked if the next contract will recognize the effort the agency must put forth in assisting someone in the SSI application process? Ms. Noyes agreed this is an area that needs to be considered; she asked members to identify to her SSI-related issues that need to be considered.

**Issue/Discussion: Domestic Abuse Issues, Arline Hillestad, Domestic Abuse Council & Sharon Lewandowski, DHFS**

Ms. Hillestad and Ms. Lewandowski described the Department of Health & Family Services' and the Domestic Abuse Council's efforts to be available to and assist the W-2 agencies work with the survivors of domestic abuse. In general, the cooperation from W-2 staff has been good. It was hoped a representative from C&I would act as a liaison with the Council. Ms. Hillestad is on the Council's Access Committee and described its screen tools; many victims of domestic abuse are reluctant to self-identify.

Ms. Reichert mentioned they see more people using the shelter for a longer period of time; although it is not always possible to determine the cause, at least some of this seems the result of domestic abuse. The general opinion is that shelters may be seeing fewer domestic abuse cases, but that those they do see are more complex. Ms. Hughes said this is a good reason not to exclude domestic abuse victims from W-2.

**Issue/Discussion: 60-Month Time Limit Workgroup, Margaret McMahon**

Ms. McMahon gave a short update of the group's activities.

## Issue/Discussion: Literacy Guide, Stephen Dow

A description of the Guide and how to get it was given.

### Issue/Discussion: Best Practices Discussion

Ms. Noyes asked if any agency with a successful entered employment performance have any plans or techniques they could share. Representatives from ESI responded that they found the new hire data very helpful (DXNH & DXQW); they were able to identify more than 100 EEs using this data last month.

Ms. Shackleton described Dane County's "tick taker" process, but reported it is very labor intensive (it now requires 3 staff to do the work).

**Issue/Discussion: OTHER –**

1. Ms. Pierce asked about the civil rights liability of an agency in referring a participant to domestic abuse services. A discussion ensued, ending generally in an agreement that the agency's responsibility is to make appropriate referral.
2. Mr. Krivsky asked when data for the right of first selection would be available. Mr. Saeman responded it would be forthcoming soon.

**NEXT MEETING DATE:** December 15, 2000  
10:00 a.m. – 2:00 p.m.  
201 East Washington Ave.  
GEF 1, Room 400X  
Madison, WI 53707